



COUNTY OF LOS ANGELES PROBATION DEPARTMENT

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JERRY E. POWERS
Chief Probation Officer

June 27, 2014

TO: Supervisor Don Knabe, Chairman
Supervisor Gloria Molina
Supervisor Mark Ridley-Thomas
Supervisor Zev Yaroslavsky
Supervisor Michael D. Antonovich

FROM: Jerry E. Powers *J. E. Powers*
Chief Probation Officer

SUBJECT: **SENTINEL OFFENDER SERVICES, LLC**
ADULT ELECTRONIC MONITORING PROGRAM
(ITEM 27, AGENDA OF NOVEMBER 26, 2013)

On November 26, 2013, on motion by Supervisor Antonovich, your Board directed the Chief Probation Officer to provide monthly contract compliance reports of the contract held by Sentinel Offender Services, LLC for the Electronic Monitoring (EM) Program.

This is the current 30-day review. The current status of the program is summarized below.

ACTIVE CASE FILES

During the week of June 9, 2014, Pretrial Services Division (PTS) conducted a review of 36 (31%) of the 116 active cases at Sentinel's Branch Offices. Based on our review, 27 (75%) are being charged at a higher rate than specified by the sliding scale in the contract. Two (6%) are paying at a lower rate. Of the 36, 6 (17%) also did not have income verification.

EQUIPMENT FUNCTIONALITY/CASE DOCUMENTATION

We also conducted a review of participants' equipment functionality, including case documentation. Of the 36 cases, there were no significant concerns regarding equipment functionality but 14 (39%) lack documentation.

PARTICIPANTS COMPLAINTS

During this week, we also completed a random compliance check of 36 (31%) active participants. Of these, 25 (69%) were successfully contacted. Of those contacted, 23 (92%) did not report any complaints and 2 (8%) raised a couple of concerns (i.e., bracelet, equipment monitor). Sentinel addressed both issues promptly.

PHONE CONTACT

From the group of 36 active participants, we also determined that 25 (69%) participants were in compliance with their schedule and 11 (31%) were not in compliance (unable to reach at home). Of the non-compliant, 9 (25%) were at home based on their activity reports but did not answer their phones and 2 (6%) were contacted and were not at home. Of the 2 that were not home, 1 absconded and Sentinel notified the Department in a timely manner.

ABSCOND REPORT

On June 19, 2014, we conducted a review of all participants listed on Sentinel's Abscond Report for May 10, 2014 to June 10, 2014. The report contained 3 names. Of these, 1 (33%) was appropriately reported by Sentinel and 2 (67%) were identified as not meeting the abscond reporting protocol. According to the Contract, Sentinel must contact PTS telephonically by 9:00 a.m. next business day, and an Abscond Notice must be faxed to Probation by 11:00 a.m. the next business day. The two absconds were telephonically reported after the 9:00 a.m. time limit, one was 2 hours and 50 minutes late and the other was 5 hours late. The abscond, that was telephonically reported 5 hours late, was also entered in the Sentinel database 3 hours and 10 minutes late.

NON-COMPLIANCE REPORT

On June 19, 2014, we conducted a review of all participants listed on Sentinel's Non-Compliance Report for May 10, 2014 to June 10, 2014. The report contained 25 names. Of these, 22 (88%) were in compliance and 3 (12%) did not conform to the reporting requirements. The 3 identified as non-compliant were not entered in the Sentinel database by 5:00 p.m., the next business day. The notification was entered between 1 to 4 days later.

MEETING WITH SENTINEL

On June 11, 2014, we met with Sentinel to discuss the results of our May 2014 review. Sentinel informed us that appropriate actions are being taken to correct case management documentation. We also requested an update on Sentinel's efforts on resolving the recurring participant fee issues. In addition to issuing reimbursement,

Sentinel stated that active participants would be given an option to apply their refund to their remaining balance while on the program.

On June 16, 2014, Sentinel provided us a listing of actions taken for each participant fee issues. Approximately 48 participants have been identified as eligible for reimbursement. We are currently seeking clarification from Sentinel to determine the actual refund dates.

SUMMARY

Sentinel continues to ensure that the equipment and tamper alert are properly monitored. For this current review, however, it is alarming that the number of participants (75%), paying at a higher rate than specified by the sliding scale in the contract, has gone up from our prior review. The number of case files with insufficient documentation has also increased (currently at 39%). We are continuing to work with Sentinel to resolve issues. Sentinel has proposed a new sliding scale for fees which has been approved internally. The implementation of the new scale is partially responsible for delays in rectifying the financial issues. We anticipate significant improvement during the next 30-day period.

If additional information is needed or have any questions or concerns, please contact Deputy Chief Reaver Bingham, at (562) 940-2513.

JEP:MEP:REB:ed

c: William T Fujioka, Chief Executive Officer
Sachi A. Hamai, Executive Officer, Board of Supervisors
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